



## FASAMS Stakeholders Report

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### 1. Activities Completed During the Week Ending 12/06/2019

- DCF conducted meetings with MEs to discuss options to improve FASAMS performance.

### 2. Activities Planned for the Week Ending 12/13/2019

- DCF and FEI will review and approve enhancements for release 2020.01.0.
- DCF and FEI will continue JAD sessions for approved enhancements.

### 3. Upcoming Changes and Noteworthy Details

- A Gap analysis is being completed to enhance the provider and ME experience in FASAMS. The changes will affect our data structure in the 2020.07.0 release.
- SAMH and OITS staff intend to complete scheduled visits with each of the seven Managing Entities and some of their providers over the next few weeks in discussion of data submission and data access processes.
- FEI updated their quarterly release numbering to insert the year and date to help recognize the time in which enhancements are deployed.

### 4. Quarterly Release Schedule

The following lists the dates for the next four regularly scheduled, quarterly releases. These releases will contain approved enhancements and low priority defect corrections.

Quarterly Release	Deployment to UAT	UAT by DCF	Deploys to Production
2020.01.0	01/09/20	01/09/20-01/31/20	02/03/20
2020.04.0	04/01/20	04/01/20-04/31/20	05/01/20
2020.07.0	07/01/20	07/01/20-07/31/20	08/01/20
2020.10.0	10/01/20	10/01/20-10/31/20	11/01/20



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### 5. DCF Help Desk Tickets Closed in the Last 30 Days

The following DCF Help Desk tickets have been closed within the past 30 days:

DCF Ticket	Release	Description	Released to UAT	Closed Date
1528508	1.3	System Performance Very Low	10/15/2019	11/14/2019
1529417	1.3	FASAMS - Slow File Processing	10/15/2019	11/14/2019
1546075	1.3	FASAMS Incident Submission - FW: Treasure Coast File Submission Error (FASAMS)	10/15/2019	11/7/2019
1577182	1.3	FASAMS Incident Submission – Not able to view files submitted	10/15/2019	11/7/2019
1583964	N/A	FEI SharePoint Password Reset Assistance, Please	N/A	11/15/2019
1590883	N/A	HD 11519 FASAMS Interface Error - ProviderLicensingAHCA	N/A	11/15/2019
1593190	N/A	FASAMS Incident Submission – Unable to connect to FASAMS	N/A	11/18/2019

### 6. Open, Unresolved DCF Help Desk Tickets

The following are open/unresolved tickets and their statuses:

DCF Ticket	Description	Status	Submitted Date
1516671	FASAMS Incident Submission: New FASAMS submission processing investigation.	Work In Progress	6/24/2019 3:50 PM
1520433	FASAMS Incident Submission - SAMH OITS Team - FASAMS diagnosis mismatches	Work In Progress	7/1/2019 4:10 PM
1568773	FASAMS SFTP TEDS Folder layout	Customer Responded	10/1/2019 4:19 PM
1576421	RE: FEI SSMS Access to FASAMS	Customer Responded	10/16/2019 10:37 AM
1578790	FASAMS Incident Submission - MedicaidManagement_EnrollmentAndEligibility failed on the report	Work In Progress	10/21/2019 11:55 AM
1584601	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility HD 11458	Work In Progress	10/31/2019 8:50 AM
1591629	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility - 1591629	OPEN	11/14/2019 4:16 AM
1591640	HD 11569 FASAMS Interface Error - ProviderLicensureDesignationSystem_PLADS	OPEN	11/14/2019 4:16 AM
1594030	FASAMS Incident Submission – Failed record (ClientDataSet_20191115_SEFBHN)	Customer Responded	11/19/2019 11:08AM
1595168	FASAMS Incident Submission - SubContract dataset upload error	Open	11/20/2019 2:26PM



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DCF Ticket	Description	Status	Submitted Date
1595824	FASAMS Incident Submission – Upload error	Customer Responded	11/21/2019 1:19PM
1601986	FASAMS – delete question	Customer Responded	12/11/2019 9:52AM
1604525	FASAMS - No client data in tables	Open	12/12/2019 9:44AM
1604869	FASAMS Incident Submission – Covered service and OCA error	Work In Progress	12/11/2019 1:53PM

This weekly report is also posted on the FASAMS website:

<https://www.myflfamilies.com/service-programs/samh/fasams/index.shtml>